



Iowa Department of
Administrative Services

Director's Office

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RESPONSES TO LEGISLATIVE OVERSIGHT COMMITTEE QUESTIONS

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Q1: What was the cost of the Iowa Workforce Development (IWD) test?

A1: We have located the payment voucher for the Diplomat Public Sector Customer Service test purchased from Ergometrics. The delivery date was 9/19/1997 at a cost of \$12,500.

Q2: What training was provided to those who administered it?

A2: The Department of Administrative Services-Human Resources Enterprise (DAS-HRE) contacted Iowa Workforce Development (IWD) to determine if there was training for those who administered the test. IWD indicated they had no records of that; however, they did comment that the test is fairly self-explanatory so, in their view, little training would be necessary. The test is a 60-minute video. Applicants viewed the video and watched customer service related scenarios. There are 47 scenarios and the applicant picks which answer he/she believes best describes how the situation should be handled. The answers were provided on a bubble sheet that could be scanned to provide a score.

Q3: Were there any updates to the test and if so, were individuals trained on the updates?

A3: According to IWD, there has never been an updated version of the test. IWD did confirm this recently with Ergometrics' Customer Operations Manager.

Q4: Was there any attempt to recoup the costs of the test once it was shown to be invalid?

A4: No

Q5: Who made the decision to start using the test?

A5: In 1997, Jackie Mallory was the Bureau Chief for IWD Employment Services and her direct supervisor was Division Administrator Lisa Oakley. There was not a Deputy Director at IWD at that time. According to IWD, internal policies permitted purchases under \$15,000 to be made at the Bureau Chief level with no additional review. We do not know who finally approved the purchase and use of the test, but Jackie Mallory's name is on the purchase order.

Q6: What training or educational information has been available to IWD staff on these Selection processes?

- The Managers and Supervisors Manual has been available to agencies since the late 1980s. This manual provides the general procedures hiring authorities should follow to make appropriate hiring decisions.
- An Applicant Screening Manual was developed and implemented in 2000 and revised and updated in February 2005 and January 2006. This manual provides in-depth information on how to make hires.
- Training on the Applicant Screening manual was provided to departments in the summer of 2000.

Affirmative Action, Equal Employment Opportunity and Diversity

- Iowa's Affirmative Action website was implemented in 2003. This provides the State's most recent Affirmative Action Report, including instructions for completing an affirmative action plan and related resources.
- *Working with Persons with Disabilities: A Guide for State Managers and Supervisors* has been available online since 2003. This manual was developed for use by state government supervisors and managers by the Department of Human Rights.
- Training has been offered to each department's Affirmative Action contact every year since 2000. This training focuses on completing an annual affirmative action plan and report.

Competencies

- A pool of competency-based interview questions has been available to all departments since 2002. DAS-HRE defines competencies as the knowledge, abilities, skills and behaviors required to do a job.
- *The Competency Library* was made available online in 2005. This is a list of competencies and their definitions that is available for use by managers and supervisors.
- *HR Manager* (online competencies, tasks, benchmarks) was made available to IWD in 2005.
- A Competency Guide was implemented in the summer of 2006. This is a guide on how to apply competencies to the screening process.

Workforce Planning

- A Staffing Decision Guide, which outlines the process to determine whether to fill a vacancy or accomplish the work otherwise, was made available to agencies in 2001.
- A Workforce Planning Guide, which is a manual describing the workforce planning process was made available to agencies online in the summer of 2006.
- Workforce Planning and Organizational Redesign resources have been made available online since 2002.

Training History – Iowa Workforce Development: 2000-2006

	2000	2001	2002	2003	2004	2005	2006	Total
American Disabilities Act	2	2	11	2	9	9	6	41
EEO/AA Supervisors	---	3	16	2	6	12	3	42
EEO/AA: It's the Law	5	---	---	---	---	---	---	5
Ethics in the Workplace	---	9	49	5	9	14	5	91
Preventing Sexual Harassment. For Employees	---	1	50	---	---	---	---	51
Preventing Sexual Harassment for Supervisors	4	19	7	1	3	12	6	52
Search for Talent Hiring	1	3	---	7	3	11	2	27
*Valuing Diversity in the Workplace	2	1	42	---	2	---	327	374
TOTAL	14	38	175	17	32	58	349	683

* The Valuing Diversity Course in 2006 was provided from January through March